

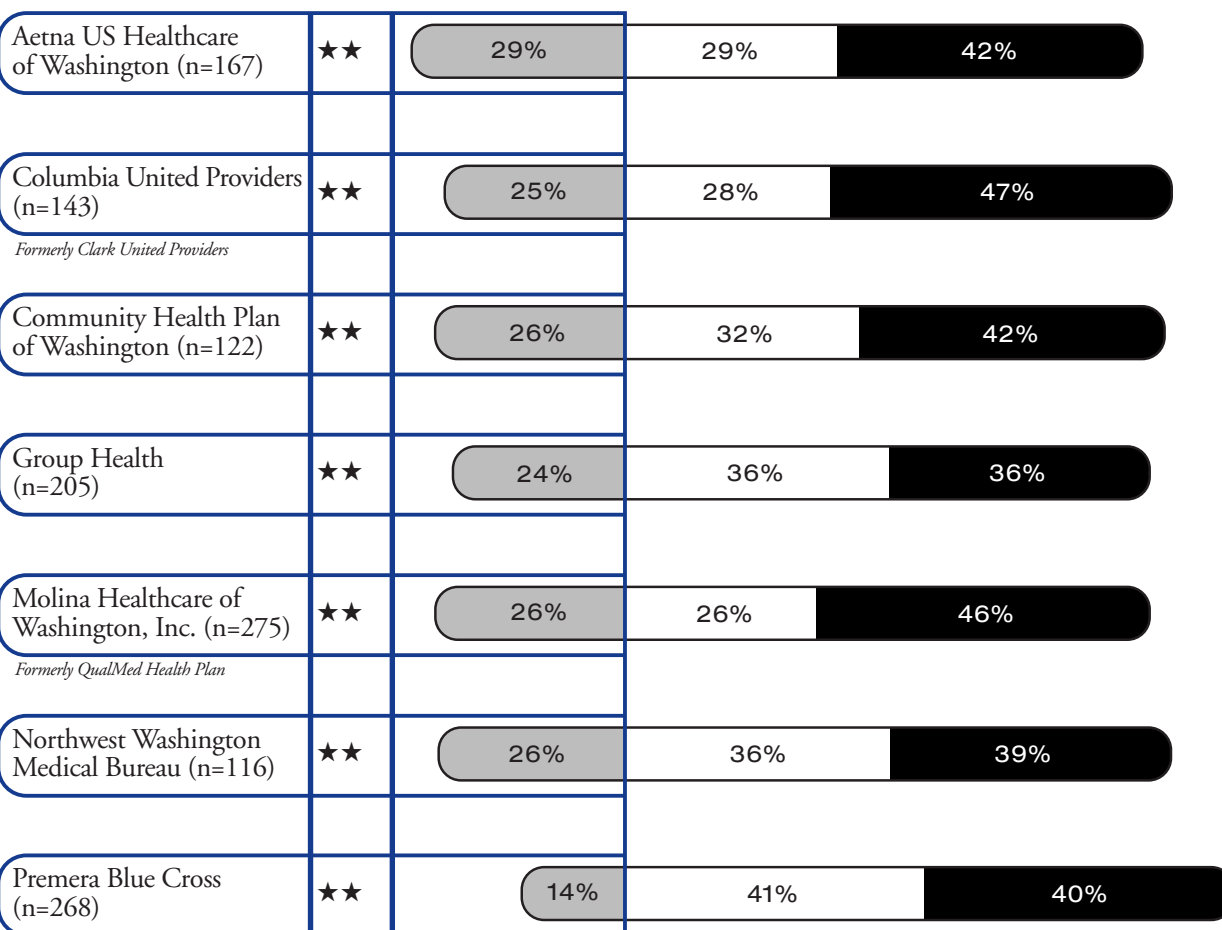
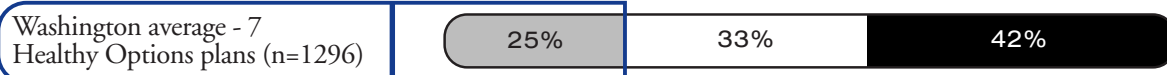
Children with Special Health Care Needs

Core CAHPS Questions Composite

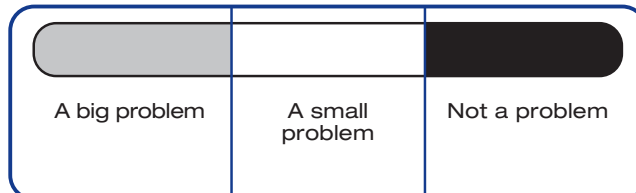
HEALTHY
OPTIONS

Health Plan Customer Service and Paperwork

This chart summarizes the responses to survey questions 66, 68, and 74 contained in the composite, "Health Plan Customer Service and Paperwork." Individual question-level responses immediately follow.



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

Children with Special Health Care Needs

Core CAHPS Questions

Question 66

Health Plan Customer Service and Paperwork

Q66. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"

Washington average - 7
Healthy Options plans (n=630)

19%

32%

50%

Aetna US Healthcare
of Washington (n=86)

★★

21%

28%

51%

Columbia United Providers
(n=66)

Formerly Clark United Providers

Scores with fewer than 85 responses are not displayed.

Community Health Plan
of Washington (n=70)

Scores with fewer than 85 responses are not displayed.

Group Health
(n=102)

★★

19%

39%

36%

Molina Healthcare of
Washington, Inc. (n=126)

Formerly QualMed Health Plan

★★

18%

22%

57%

Northwest Washington
Medical Bureau (n=52)

Scores with fewer than 85 responses are not displayed.

Premiera Blue Cross
(n=128)


★★

16%

27%

49%

★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.

		
A big problem	A small problem	Not a problem

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Children with Special Health Care Needs

Core CAHPS Questions

Question 68

HEALTHY
OPTIONS

Health Plan Customer Service and Paperwork

Q68. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?"

Washington average - 7
Healthy Options plans (n=655)

32%

32%

37%

Aetna US Healthcare
of Washington (n=103)

★★

32%

27%

41%

Columbia United Providers
(n=72)

Formerly Clark United Providers

Scores with fewer than 85 responses are not displayed.

Community Health Plan
of Washington (n=59)

Scores with fewer than 85 responses are not displayed.

Group Health
(n=97)

★★

36%

45%

19%

Molina Healthcare of
Washington, Inc. (n=136)

Formerly QualMed Health Plan

★★

28%

21%

51%

Northwest Washington
Medical Bureau (n=58)

Scores with fewer than 85 responses are not displayed.

Premiera Blue Cross
(n=130)

★★

17%

38%

38%

★★★

Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.



A big problem

A small
problem

Not a problem

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

Children with Special Health Care Needs**Core CAHPS Questions****Question 74****Health Plan Customer Service and Paperwork**

Q74. "In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?"

Washington average - 7
Healthy Options plans (n=734)

25%

34%

40%

Aetna US Healthcare
of Washington (n=96)

★★

35%

31%

34%

Columbia United Providers
(n=80)

Formerly Clark United Providers

Scores with fewer than 85 responses are not displayed.

Community Health Plan
of Washington (n=62)

Scores with fewer than 85 responses are not displayed.

Group Health
(n=107)

★★

18%

23%

53%

Molina Healthcare of
Washington, Inc. (n=162)

★★

32%

34%

30%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=67)

Scores with fewer than 85 responses are not displayed.

Premiera Blue Cross
(n=160)

★★

10%

57%

33%

★★★

Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.

A big problem

A small
problem

Not a problem

NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)